



Notice of Complaint and Grievance Process

If you are not happy with the service you received at the Aging & Disability Resource Center of Eau Claire County; feel that you were treated unfairly or discriminated against; or disagree with decisions made or actions taken, you have the right to file a complaint or grievance.

If you have a complaint or grievance, you can tell any staff person at the Aging & Disability Resource Center and ask for their help in filing it, or you can contact a supervisor or the Aging & Disability Resource Center Director for assistance. We are committed to resolving any problems at the local level and encourage you to first contact Aging & Disability Resource Center staff to discuss your concern.

If you would rather get help from someone outside of the Aging & Disability Resource Center to help you file and resolve the complaint or grievance, you can contact any of the following advocate agencies:

State of Wisconsin Board on Aging & Long-Term Care

1402 Pankratz Street, Suite 111, Madison, WI 53704-4001, 608-246-7001

BOALTC@ltc.state.wi.us <http://longtermcare.state.wi.us/home>

Center for Independent Living of Western Wisconsin

2920 Schneider Avenue East, Menomonie, WI 54751

715-233-1070 Voice / TTY or Toll free 1-800-228-3287 Voice / TTY, 715-233-1083 Fax

cilww@cilww.com <http://www.cilww.com/>

Disability Rights Wisconsin

217 West Knapp Street, Rice Lake, WI 54868

715-736-1232 or Toll-Free 877-338-3724, TTY 888-758-6049, Fax 715-736-1252

<http://www.disabilityrightswi.org>

You can also have a friend, relative or anyone else you choose help you in filing and resolving a complaint or grievance.

When you contact the Aging & Disability Resource Center about a complaint or grievance, we will ask you to put it in writing. There is a form to use for this purpose, or you can write your complaint or grievance on a piece of paper. If you need help, staff at the Aging & Disability Resource Center will assist you to write it out.

Your complaint or grievance will be given to the immediate supervisor right away.

The supervisor or Aging & Disability Resource Center Director will contact you to discuss the complaint or grievance; review the options available to resolve the issue; and offer assistance.

The options available to resolve a complaint or grievance regarding the Aging & Disability Resource Center include:

- 1) Informal Internal Appeal: This option is intended to promote understanding, bridge differences and identify and resolve problems on a less formal basis than the other complaint or grievance options. If you choose this option, within ten business days a supervisor or the Aging & Disability Resource Center Director will talk with you on the phone or meet with you in person to discuss and try to resolve the problem. You can have anyone you want with you at the meeting. Following your contact with the supervisor or Aging & Disability Resource Center Director, you will receive a letter that reviews your complaint and how it was resolved.

- 2) Formal Internal Appeal: If you prefer a more formal process or if you have tried the Informal Internal Appeal process and are still dissatisfied, you can either file a Formal Internal Appeal or attend a Aging & Disability Resource Center board meeting and bring your complaint to their attention during the "Public Comments" agenda item. If you choose the Formal Internal Appeal option, within 15 business days the Aging & Disability Resource Center Director will arrange to meet with you in person to discuss and try to resolve the problem. You can have anyone you want with you at the meeting. Following the meeting you will receive a letter that reviews your complaint or grievance and how it was resolved. If you choose the Aging & Disability Resource Center Public Comments option, you can find out the date and time of the next meeting either by calling the Aging & Disability Resource Center or the Eau Claire county web site:
<http://www.co.eau-claire.wi.us>

- 3) Formal External Appeal. At any time before, during or after the internal processes described above, you can choose to file a Formal External Appeal with the Department of Health Services:

ADRC Quality Assurance Specialist, Office for Resource Center Development
Division of Long Term Care, Wisconsin Department of Health Services
P.O. Box 7851, Madison, WI 53707-785, Phone: 608-266-2536, Fax: 608-267-3203
DHSRCTeam@wisconsin.gov [Indicate "ADRC Complaint" in the subject line.]

4) Access to the State Fair Hearing process.

You have the right to directly appeal to the State Fair Hearing process within 45 calendar days after receipt of notice of a decision or failure to act regarding the following types of grievances:

- Determination of ineligibility for the publicly funded long-term care benefits;
- Determination of cost sharing for the publicly funded long-term care benefits;
- Determination in regard to divestment, treatment of trust amounts, and protection of income and resources of a couple for maintenance of the community spouse;
- Failure of a managed care organization to provide timely services and support.

To apply for a State Fair Hearing, contact:

Family Care Request for Fair Hearing, c/o DOA Division of Hearing & Appeals
P.O. Box 7875, Madison, WI 53707-7875
1-608-266-3096 or 1-608-264-9853 TTY, Fax: 1-608-264-9885

Staff at the Aging & Disability Resource Center can assist with filing a complaint or grievance against managed care organizations as well as the self-directed supports waiver called Include, Respect, I Self-Direct (IRIS). The options available to resolve a complaint or grievance against a managed care organization, specifically Community Health Partnership, include:

1) Internally through the managed care organization

All managed care organizations have a Member Advocate on staff to assist members with issues relating to their services and/or interdisciplinary team. All members have the right to have all information regarding a grievance or an appeal kept confidential by the Member Advocate. To contact the member advocate at ContinuUs:

ContinuUs, Member Rights Specialist, 3203 Stein Boulevard, Eau Claire WI 54701

2) Formal External Appeal

At any time before, during or after the internal processes described above, you can choose to file a Formal External Appeal with the Department of Health Services. Complaints relating to a managed care organization shall be filed with MetaStar, Inc., the Family Care external quality review organization and designated agent for the Department. To file a grievance or appeal with MetaStar, the member may contact the Family Care Grievance hotline either by writing, calling or email:

DHS Family Care Grievances, c/o MetaStar, Inc., 2909 Landmark Place, Madison, WI 53713
(888) 203-8338 (HOTLINE), Fax: (608) 274-8340 famcare@wisconsin.gov

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The options available to resolve a complaint or grievance against the self-directed supports waiver, Include Respect I-Self Direct (IRIS) include:

1) Complaints regarding the Financial Services Agency, Independent Consultant and/or service provider should be made to the Independent Consultant Agency.

Independent Consultant Agency, 1-888-515-4747 info@wisconsin-iris.com

2) Complaints regarding the Independent Consultant Agency should be made by calling, writing or emailing the following:

John O'Keefe, IRIS Manager, Bureau of Long Term Support, Department of Health Services
P.O. Box 7851, 1 West Wilson Street, Room 418, Madison, WI 53707-7851
608-261-6749 John.Keefe@wisconsin.gov

or

Beth Wroblewski, Director, Bureau of Long Term Support, Department of Health Services
P.O. Box 7851, 1 West Wilson Street, Room 418, Madison, WI 53707-7851
608-267-5139 Beth.wroblewski@wisconsin.gov